C4D Quick Start

World Bank Group

Community Team

4/1/2020

Introduction

Collaboration for Development, or C4D, is a collaboration platform for internal World Bank Group staff, and external partners and clients to host their communities of practice online

Access C4D

1. Open your browser.

2. Enter the following URL:
   https://collaboration.worldbank.org

Note: If you access C4D content via Google or other search engine, click **Overview** to get to the home page and then log in.

Log in to C4D

1. Click **Log In** on the top right of the blue menu bar.

2. On the Login page:
   For World Bank staff, click **Click here to log in** and enter your UPI number and password.

   For all other users, enter your email address (if it is not already prefilled for you), and click **SIGN UP**. Complete the registration form using your email to create a log-in and password. C4D sends you an email with an Activation Code. Click the **Activation Code** to return to C4D to sign in. On future visits, use your log-in and password to sign in.
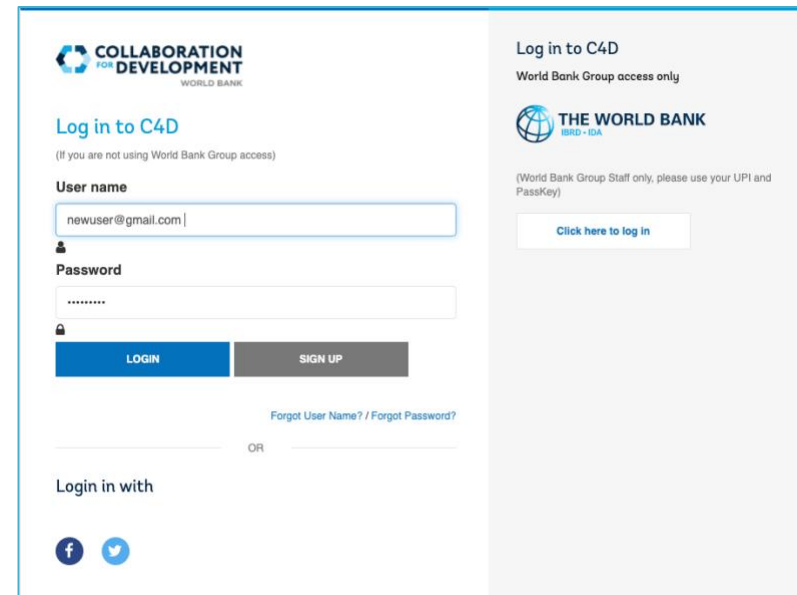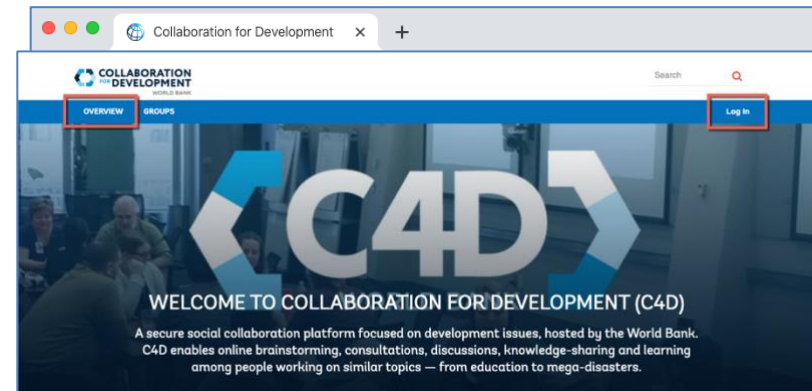
Finding a Group

You'll spend most of your C4D time in Groups. There are two kinds of Groups: Public, where everybody can join and Private, where you must be approved by the Community Manager.

Search for and Join a Group

1. Make sure that you are logged in.

2. On the top left of the blue menu bar, click **GROUPS**.

3. On the GROUPS page:

   a. Scroll down through the list of Groups, or

   b. In the **Search** box, enter the name of the Group that you are looking for. **Note**: You do not need to enter the exact name. For example, enter *Finance* and all the Groups with Finance in the title will be displayed.

4. When you find the Group you want to join, click **Join**. **Note:** Some C4D Groups require approval by a Community Manager. Your join request might not be approved for a Restricted/Private Group.

Find My Group(s)

Groups you join are automatically added to your My Groups list.

1. Click **Overview** to return to the C4D home page.

2. Under **My Groups**, click the **Select a Group** down arrow to see the list of all your groups.
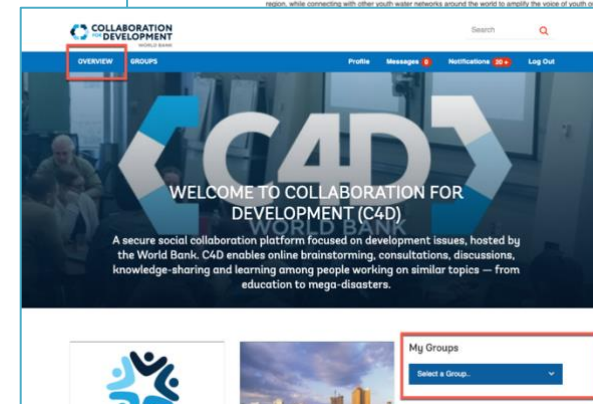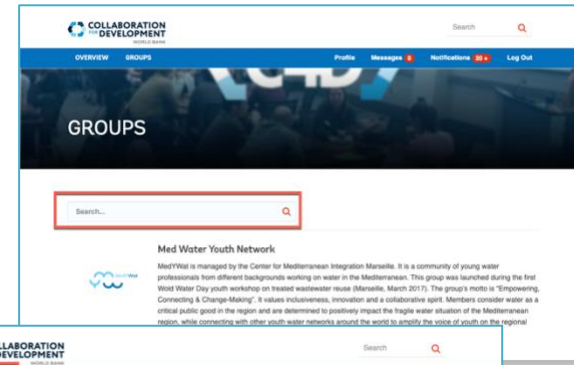
Setting Your Profile, Photograph & Language

Profiles help you interact with other members in your group(s). They also help other members find and know more about you.

Access your Profile

1. Make sure that you're logged in.
2. On the blue menu bar, click **Profile** to bring up your Profile page.

Add a Photograph

1. In the Profile page, click the **Camera icon** by your name.
2. In the Edit Photo box, add a photograph, and click **Save**.

Add to and Edit your Profile Data

1. On your Profile page, click **Edit Profile**.
2. On the Profile Data page, make the additions and changes you want and then click **Save**.

Change Language Preference

Although the C4D interface remains in English, changing your Language setting activates the Translate feature, so that you can translate content in Discussion threads with one click.

- Click **Edit Profile**, then under **Language**, click the dropdown arrow and select your preferred Language (38 available), under **Always show contributions in my preferred language**: select **On**, and then click **Save**.

Tip
In the Bio section, add your expertise and the projects you are working on
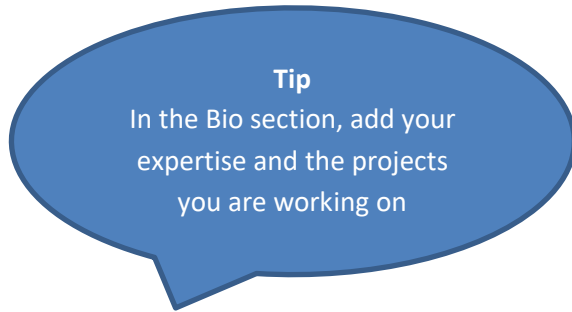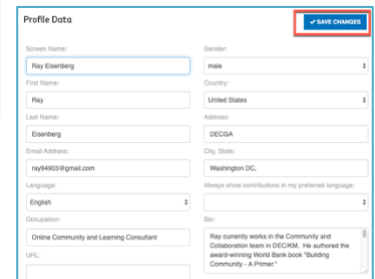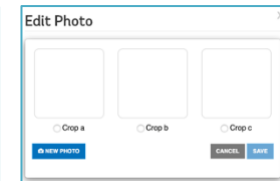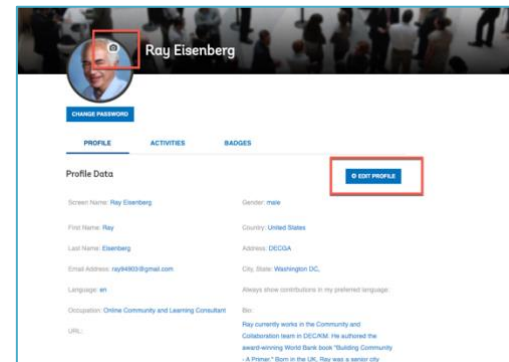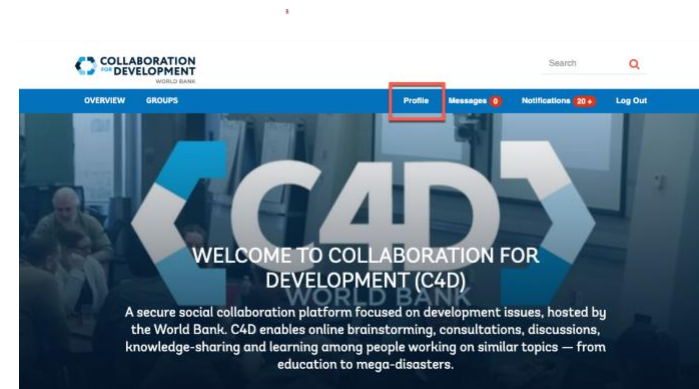
Interacting with Members

Community is about people, and in C4D, this means interacting with members of your group(s).

Find Group Members

1. Make sure that you're logged in and in one of your Groups.

2. On the blue menu bar, click **Members**.
   The list of Group members is displayed (for those who have completed their Profiles, a short extract is also displayed.)
   Note: The blue menu bar options you see might vary from what is shown in the screenshot. If you don't see the **Members** option displayed, click **View Mor**e on the far right of the blue menu bar.

Contact Group Members

To simply find out more about a Member, click the Member's name and view their Profile Data page.

1. To send a private message to a Group Member, in the list of Group Members, click on the speech bubble next to a Member's name.

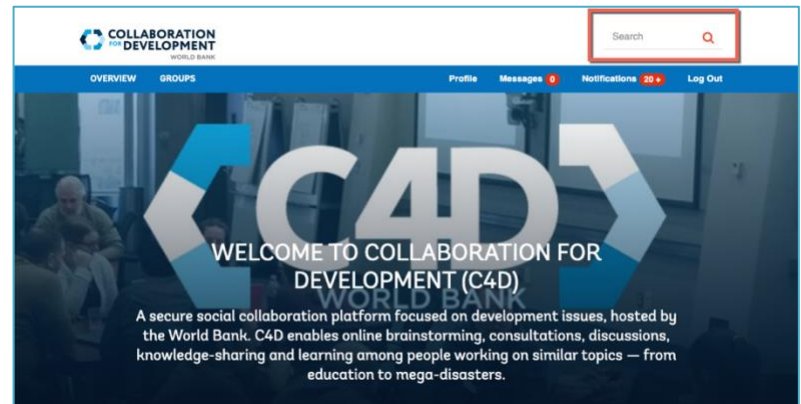2. In the Messages box, type your message and click **Send**.
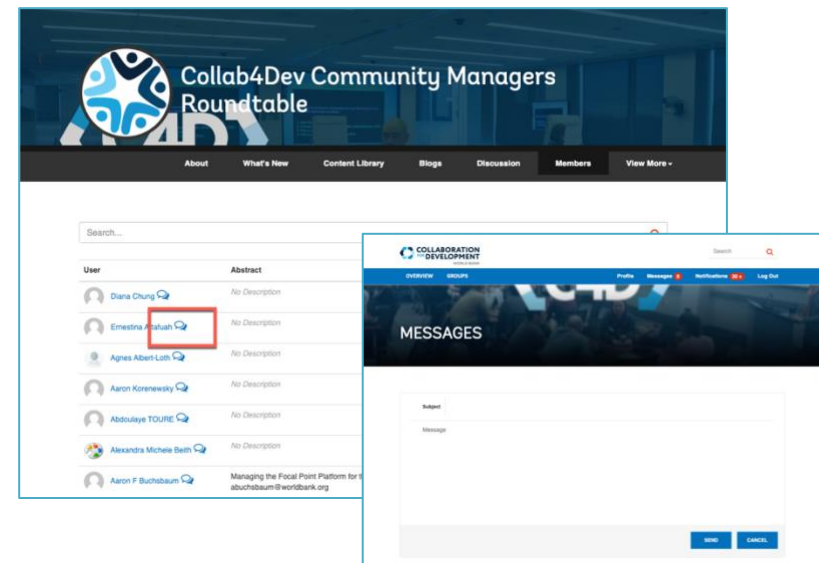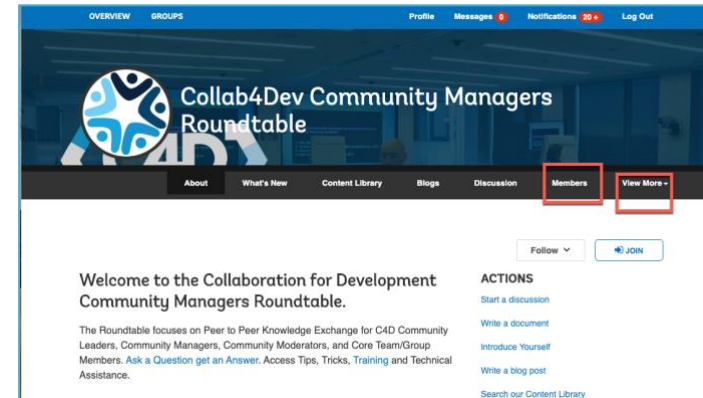
Using Search

You can search for people and content site-wide or within a Group.

Search Site-wide

1. Return to the Overview page.

2. In the Search box in the upper-right corner, enter your term to search for people, content, or groups.

Search within a Group

1. Locate yourself within one of your groups.

2. Click on the Content or Content Library Tab. (If you do not see it on your black tab, click **View More** to see additional tabs).

3. In the Group Content: Search box enter a key word, this will search/filter all content titles and body content of all content types in your Group.

4. Alternately, click on one of the Categories listed under Categories, this will search/filter content that has been "tagged" to that Category (like opening a file drawer in a filing cabinet).
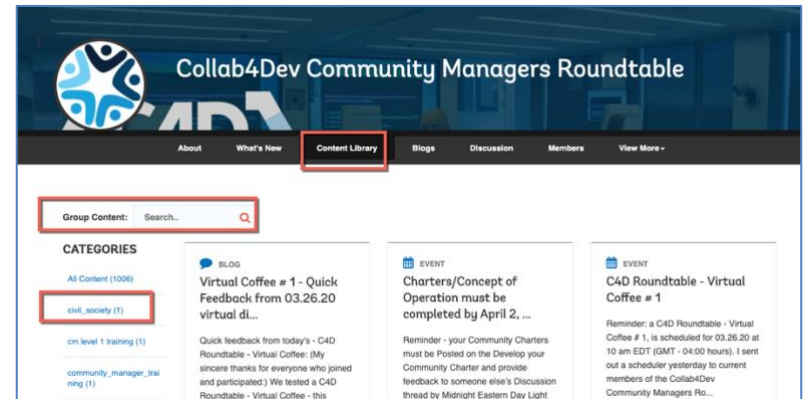
Responding to Content

C4D supports many types of content: blogs, discussions, files, events, ideas, questions and answers. Group members can view create, edit, comment, share, reply, like, or vote on each type.

Participate in Discussions

1. In your Group, on the black menu bar, click **Discussion**.

2. Scroll to the post you're interested in and click that post.

3. To **Like**, click the thumbs-up sign by the original post.

4. To **Share**, this content with another member, click the arrow to the left of the thumbs-up sign. This starts a message. Start to type a member's name in the To: box, pause, then select the name from the popup list. Create the message, then click **Send**.

5. To **Vote** the comment up or down, click the thumbs up/thumbs down sign by the response.

6. To reply, click **Reply**. (Use **@Mention** with the member's name to notify that member of your response - the member will get a Notification in their inbox.)
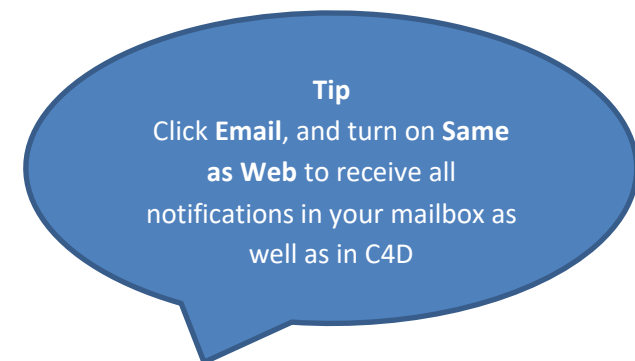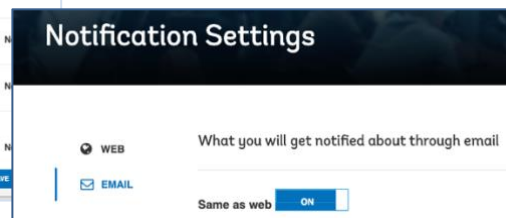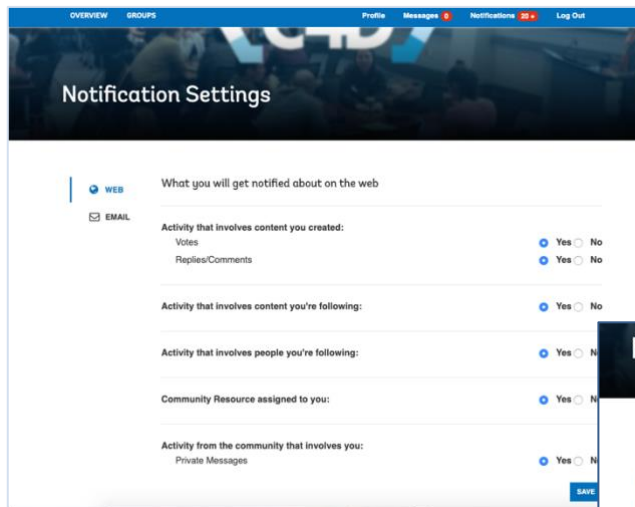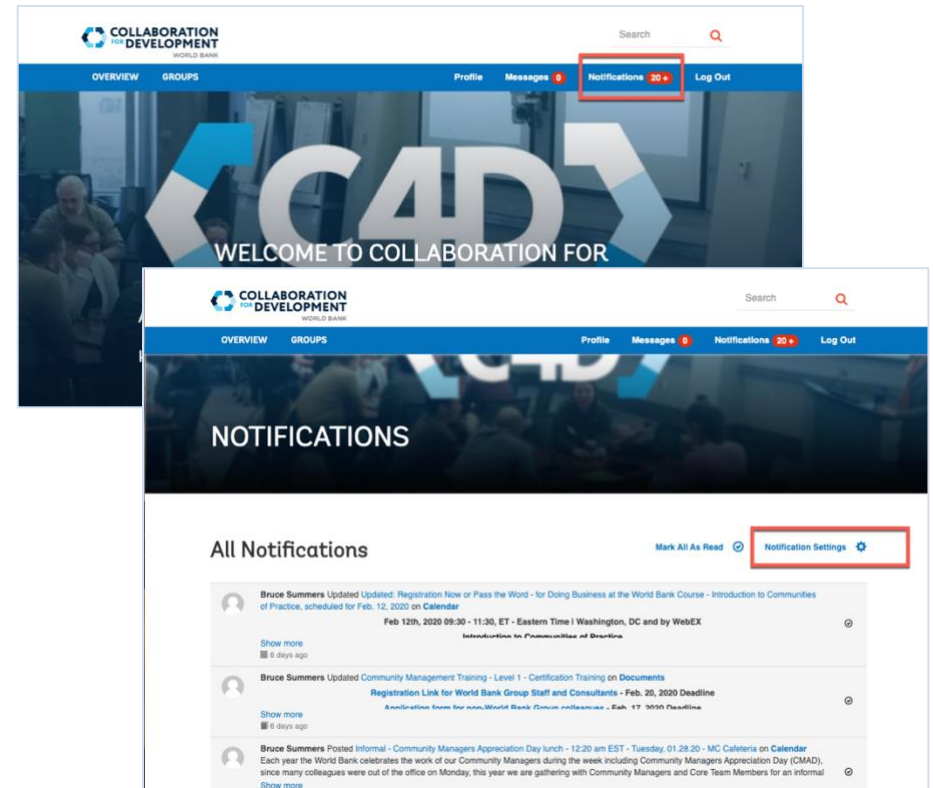
Comment on Blogs

1. In your Group, on the black menu bar, click **Blogs**.

2. Scroll to the blog you're interested in and click that blog.

3. Enter your comment in the **Post Comment** box. (Use **@Mention** and a member name to notify that member.)
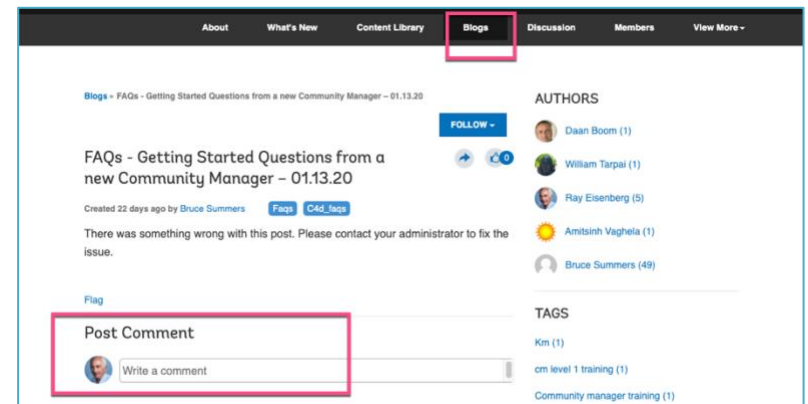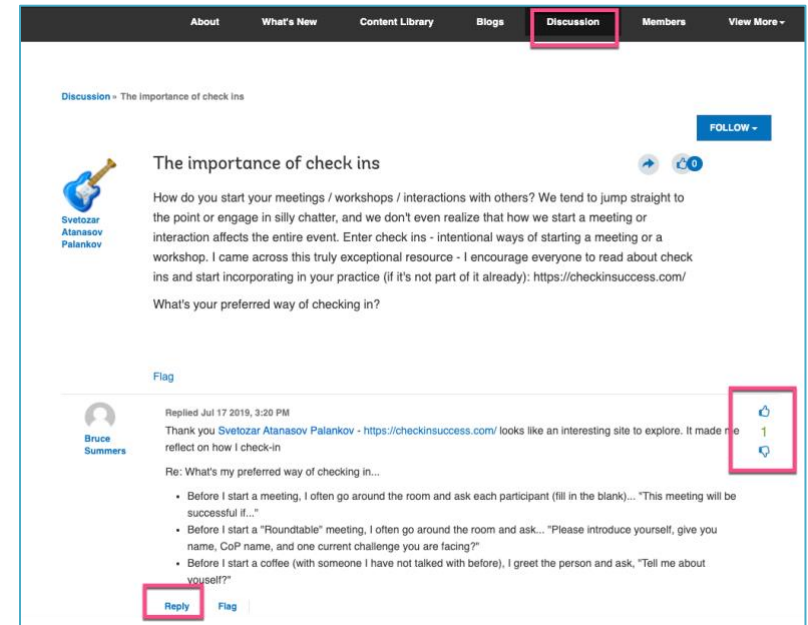
Setting Notification Preferences

When Members send you messages or make comments on your content or content that you're interested in, C4D notifies you of those activities. You can control how and which activities generate those Notifications and how you receive them.

1. Make sure that you're logged in.

2. On the blue menu bar, click **Notifications**.
   Note: The number in the red circle refers to the number of unread notifications you have received.

3. On the NOTIFICATIONS page you have various options about the way you wish to deal with Notifications.

4. Make your selections and click **Save**.

> **Tip**
> Click **Email**, and turn on **Same as Web** to receive all notifications in your mailbox as well as in C4D

Creating Content in C4D Groups & Subgroups

Each Group is configured differently, some use many content types, some use a limited number of content types.

Depending on your group, each member can:

- Create a Blog in the Blog Tab

- Start a Discussion/Ask a question in the Discussion Tab

- Upload a Document with a cover note (to share with other members) in the Documents Tab

- Create an Event - this can be viewed on the Group Calendar Tab

- Ask a question in the Q&A Tab

- Post an Idea on the Idea Tab

- Share Photos on the Photo Tab

Create a Blog

1. Click on the **Blogs** tab, and then on **New Article.**

2. **Add a title** and then create your content. (See the tool bar for formatting or to add a photo or a hyperlink.)
   Tip: Include a call to action, what you want members to do, for example, "comment and share your thoughts."

3. Type in the **Add a Tag** box and select a Tag from the dropdown list.

4. Click **Attach** to attach a related file, then click **Publish**.
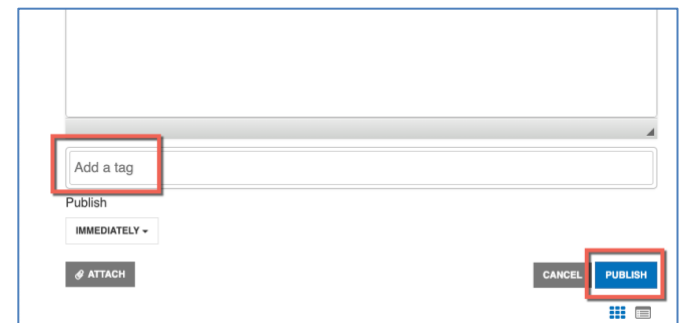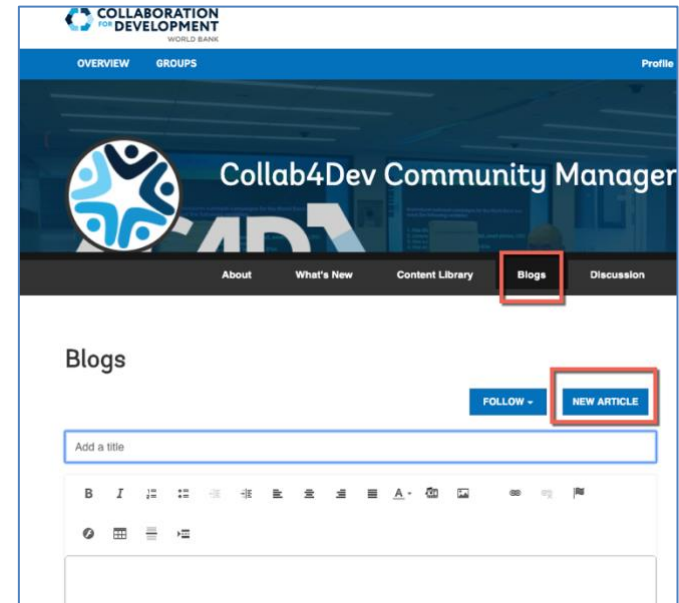
Getting Help

As you navigate around C4D and start to contribute content and interact and collaborate with your colleagues, you might occasionally run into problems.

What do to do if you get lost

You might find yourself in a previously unknown part of C4D, or in an unfamiliar group.

1. On the C4D blue menu bar, click **Overview**.

2. Click **My Groups**

3. Select your group.

If you are in a Subgroup, and want to return to the Parent Group:

1. On the left, immediately beneath the black menu bar, click the breadcrumb that is the name of the parent Group to return to the parent group of the subgroup.

Get Help

If you are stuck and do not know how to continue, refer to the C4D Member Resources page.

If you are experiencing technical problems with C4D or need to report a bug, please contact your community manager, they can help with you issue or report it to the C4D Web CMS Support Team.